

Comparisons of Job Characteristics

Focus Occupation: [Switchboard Operators, Including Answering Service \(43-2011\)](#)

Associated Occupation: [Dispatchers, Except Police, Fire, and Ambulance \(43-5032\)](#)

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

Knowledge

Similarity of Focus Occupation to Associated Occupation: 68

Focus Occupation: Switchboard Operators, Including Answering Service (43-2011)

Associated Occupation: Dispatchers, Except Police, Fire, and Ambulance (43-5032)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Customer and Personal Service	11.3	14.9	15.2	0	Current knowledge level may be sufficient
Administration and Management	8.4	11.3	3.7	<<	Extensive education and/or training may be required
Transportation	4.6	10.5	1.6	<<	Extensive education and/or training may be required
Public Safety and Security	6.9	8.7	5.2	<<	Extensive education and/or training may be required
Geography	3.9	7.3	2.0	<<	Extensive education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 95

Focus Occupation: Switchboard Operators, Including Answering Service (43-2011)

Associated Occupation: Dispatchers, Except Police, Fire, and Ambulance (43-5032)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Active Listening	11.0	14.1	11.1	<<	Extensive development of skills in this area may be required
Speaking	10.8	13.4	10.0	<<	Extensive development of skills in this area may be required
Coordination	9.1	12.2	8.2	<<	Extensive development of skills in this area may be required
Time Management	8.9	11.0	7.0	<<	Extensive development of skills in this area may be required
Service Orientation	7.9	10.0	8.9	<	A higher skill level may be required

Negotiation	6.8	9.6	5.5	<<	Extensive development of skills in this area may be required
Persuasion	7.4	9.4	6.5	<<	Extensive development of skills in this area may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities		Similarity of Focus Occupation to Associated Occupation: 92			
Focus Occupation: Switchboard Operators, Including Answering Service (43-2011) Associated Occupation: Dispatchers, Except Police, Fire, and Ambulance (43-5032)					
Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Oral Expression	12.4	14.4	12.4	<	Some improvement in abilities may be required
Speech Clarity	10.2	13.0	12.7	0	Current ability level may be sufficient
Speech Recognition	9.9	12.4	15.0	>	Current ability level is likely sufficient
Selective Attention	8.7	10.0	7.6	<<	Extensive improvement in abilities may be required
Time Sharing	6.6	7.5	6.0	<	Some improvement in abilities may be required
Memorization	5.6	7.3	3.8	<<	Extensive improvement in abilities may be required
Speed of Closure	5.9	7.1	5.2	<<	Extensive improvement in abilities may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common		Similarity of Focus Occupation to Associated Occupation: 69
Focus Occupation: Switchboard Operators, Including Answering Service (43-2011) Associated Occupation: Dispatchers, Except Police, Fire, and Ambulance (43-5032)		
Work Activities	Exclusivity of Activity	
Maintain telephone logs	74	
Take messages	68	
Use computers to enter, access or retrieve data	3	
Use telephone communication techniques	62	

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus
Occupation to Associated
Occupation: n/a

Focus Occupation: Switchboard Operators, Including Answering Service (43-2011)

Associated Occupation: Dispatchers, Except Police, Fire, and Ambulance (43-5032)

Tools and Technologies

Exclusivity

Tools and technology data is unavailable for one or both occupations.

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.